

## **Training Advisory Group (TAG)**

### **Training Workshop**

**June 17-19, 2003**

### **After Action Report**

1. The South Central Civilian Personnel Operations Center (SC CPOC) Human Resource and Development Division (HRDD) hosted the eighth Training Advisory Group (TAG) meeting June 17-19, 2003 at the Radisson Suite Hotel, Huntsville, AL. In attendance were 19 training and personnel representatives from the CPACs and serviced activities of the SC Region.
2. The TAG's purpose is to provide input to the SC CPOC's HRDD and to participate in the development and implementation of the regional training program. Its membership consists of a representative(s) from CPACs and other activities serviced by the SC CPOC.

#### **TAG and TAG Adjunct Members in Attendance**

Bridget Horn-Brophy, Fort Benning  
Stephanie Carpenter, Fort Benning  
Tami Culbreath, Fort Polk  
Mike Davis, Redstone  
Barbara Dowdell, Redstone  
Lilly Duffy, Fort Rucker  
James Foster, Redstone  
Mike Haluski, Special Operations Command, Fort Bragg  
Syleria Jarmon, Redstone  
Suzette Jordan, Fort Jackson  
Belinda McAuley, Anniston Army Depot  
Lisa Mitchell, Fort Monroe  
Ann Robinson, U.S. Army Corps of Engineers, Mobile District  
Teresa Rogers, Fort McPherson  
Glenda Sammons, Fort Rucker  
Fran Shivers, Fort McPherson  
Judy Smith, U.S. Army Corps of Engineers, Huntsville Division  
Kimberlee Suber, Fort McPherson  
Catherine Vaughn, Joint Special Operations Command at Fort Bragg

#### **Guests in Attendance**

Nancy Adelis, Adelis Development Systems  
Phil D'Agostino, The Human Development Center  
Linda Himmelright, Act II  
Cindy Husson – Life Span Services, Inc  
Cheryl Jones, Installation Management Agency, Fort McPherson  
Dr. John Kline  
Gary Lear, Resource Development Services  
Bill Lisse – J&K Associates  
Beverly Marchelos, Management Consultant Services  
John Moser, Dale Carnegie  
Barry Pruitt, Pinnacle Training Solutions  
Doug Semenick – Semenick and Associates  
Craig Stevens – Westbrook Stevens, LLC  
Anita Wooldridge – Life Span Services, Inc

### **SC CPOC Staff in Attendance**

Jodie Massar, Deputy Director of SC CPOC  
Pat Biltoft - Chief, Human Resource Development Division (HRDD)  
Bill Albert – SC CPOC HRDD – Personnel Clerk  
John Bentley - SC CPOC HRDD – Employee Development Specialist  
Carol Brigance SC CPOC HRDD – Employee Development Specialist  
Debbie Brown – SC CPOC HRDD – Personnel Clerk  
Linda Burnette - SC CPOC HRDD – Employee Development Specialist  
Heidi Collier – SC CPOC HRDD – Employee Development Specialist  
Louise Olszewski - SC CPOC HRDD - Employee Development Specialist Functional Trainee  
Diane Rohman – SC CPOC HRDD - Employee Development Specialist  
Marsha Samples - SC CPOC HRDD - Employee Development Specialist

3. The agenda included the following presentations and briefings by SC CPOC staff:

### **TUESDAY, 17 JUN 03**

**Pat Biltoft** welcomed TAG participants and introduced Jodie Massar, Deputy Director.

**Jodie Massar** welcomed the group, stating how we are the unsung heroes. We play a key role in personal and career development of employees. Civilian training is important as it ultimately helps the soldier in the field.

**John Bentley** conducted a fun icebreaker called Quick-DISC. The icebreaker was used to identify individual behavioral strengths. John asked everyone to identify a goal(s) they wanted to accomplish while attending the TAG. Then everyone had the opportunity to mix with other participants and swap behavioral identification cards. Finally, John asked each participant to share with others how these behaviors could help him or her accomplish the goal(s) they identified earlier.

#### **Pat Biltoft – Getting the Most Out of Learning**

“Getting the Most Out of Learning” focused on how supervisors and employees can implement strategies to improve transfer of learning to the workplace. Topics in the workshop included: (1) The Systems Approach to Learning, (2) Roles and Responsibilities, (3) Individual Training Plans, (4) Transfer of Learning Activities, and (5) Effective on the Job Training. The accompanying workbook provided examples of IDPs, Transfer of Learning Contract, a review of HRD policies and procedures, regulations and HRD authorities.

#### **Pat Biltoft – Regulatory Guidance Update**

Regulatory guidance update covered the following topics: (1) Authorized VS Unauthorized, (2) When to Use Competitive Procedures, (3) Guidance on providing refreshments at training sessions, (4) Procedures to implement programs for academic degrees using appropriated funds, and (5) How to implement paying for professional credentials.

**Heidi Collier – Demo of Web Page** - TAG members were led on a journey through our WebPages starting at the CPOL page (<http://cpol.army.mil>) and following links from there. We reviewed a great number of training resources.

#### **Louise Olszewski – Regional Training “What Is It”**

The process begins with the Training and Learning Center (TLC) responding to the training needs of one or more CPACs or serviced organizations. We provide vendor bids to select from; course announcements; monitor course enrollments; and collect payment sheets for the vendor. After the course is completed, we enter the training information into the employee’s MDCPDS record.

The organization requesting the training is under no financial obligation if we are unable to meet the minimum number of students. Many of the vendors we work with are willing to work with us to ensure that the course is a go! Sites that are geographically close together may want to partner to fill a course. The TLC is happy to coordinate all the details of your training needs. A listing of our serviced sites and the person servicing your site is included in the TAG 2003 notebook or as an attachment to this message.

### **Marsha Samples – Training Survey Process and Results**

The Training Cycle was reviewed. HRDD will provide an FY04 Regional Training Schedule by Oct 1. During the year as training needs arise, Regional Courses may be added to the schedule. HRDD Training Representatives provided to their serviced sites the results of the FY04 training needs survey and a BOA report on training conducted at their site in FY03. Participants were requested to review the reports for assistance in determining what regional training would be appropriate for their site in FY04. Representatives will follow up with their sites to answer any unresolved questions, as well as obtaining their regional sessions for FY04. Proposals from over 34 vendors were made available during the meeting.

After lunch each vendor provided the following 30-minute presentations:

Doug Semenick – Effective Change Management  
Dr. John Kline – Effective Interpersonal Communications  
Cindy Husson – Increasing Employees Self-Reliance  
Bill Lisse – Contracting Officer Representative (COR) and Refresher COR Course  
Craig Stevens – Management Skills and the 7 Attributes of Excellent Management  
John Moser – Step Up to Leadership

### **Linda Burnette - Courseware Overview**

### **WEDNESDAY, 18 JUN 03**

The morning opened with the following vendor presentations:

Phil D'Agostine – Creating Super Successful Employees  
Gary Lear – It's All About Style  
Nancy Adelis – Delivering Exceptional Customer Services  
Barry Pruitt – The Process of Managing Time and People  
Linda Himmelright – Conflict Resolution  
Beverly Marchelos – Reenergizing theTeam

The vendor presentations added a real spark to the TAG Meeting and were enjoyed by all.

**Cheryl Jones – Installation Management Agency (IMA)** – gave an informative overview of IMA. IMA's history, mission, vision, goals and objects were covered. Ms. Jones's slides are attached.

### **Bill Albert – Mass Update**

Provided a short 15-minute overview of the Mass Training Update spreadsheet that showed the effects of the changes implemented in December 2002, and included the South Central's procedures for uploading the files to the MDCPDS server using Microsoft Access and a file transfer program.

### **Heidi Collier – OTA Lite Update**

Only a portion of Oracle Training Administration (OTA), the training component of MDCPDS, is used by Army and has come to be known as OTA-Lite. A memorandum signed by David Snyder, Deputy Assistant Secretary for Civilian Personnel Policy (29 Nov 2001), allows for the use of OTA for the express purpose of updating completed training.

U.S. Army policy requires all mission-related and mandated training to be documented in MDCPDS regardless of length of training. Managers, activity training coordinators, CPAC Human Resource Development advisors and CPOC Human Resource Development professionals share responsibility to ensure proper and timely documentation of all completed training. The Training and Learning Center (TLC) of South Central CPOC assists our serviced sites by offering three ways of updating civilian employee training records:

1. Installations may use OTA-Lite; Training Monitors, Training Coordinators, Managers or Supervisors to input completed training for their serviced civilian employees once OTA

permissions have been requested and granted. "CIVDOD OTA Training Monitor" and "CIVDOD OTA Supervisor/Manager" are the recommended permissions.

2. CPOC, and specifically HRD, may use the Mass Update process to document completed training from spreadsheets submitted by CPACs with required training data. This is essentially OTA-Lite on a larger scale.
3. CPOC may update completed training from faxed (256-876-3627) or mailed DD Form 1556s. Mail to South Central CPOC, ATTN: DAPE-CP-SC-T, Sparkman Center, Bldg 5304, Redstone Arsenal, AL 35898-5222.

Sample screens of OTA 11i were also shown. OTA 11i is web-based, very user friendly and coming online in mid July.

### **Pat Biltoft – TLC Year in Review**

Significant accomplishments were noted: establishment of the TLC and newsletter, increase in training sessions and partnerships with the Region, development of improved training needs assessment and business relationships with vendors to deliver training. Members of the Division were introduced. Special thanks to Marsha Samples and Louise Olszewski for their focused effort with the TAG meeting.

### **Carol Brigrance – Certificates of Commendation**

In the spring of 2002 the South Central Region underwent a tremendous change when the South Central Civilian Personnel Operations Center began servicing 18 new organizations. Since that time the personnel in the training community have all worked together to establish and build a strong Regional Training Program.

The SC CPOC Human Resources Development Division presented certificates of commendation to honor those organizations and individuals who worked with such professionalism and diligence to make a success of the Regional Training Program for the period of October 1, 2002 through June 6, 2003. Those honored for significant contributions were:

**Tami Culbreath**, Training and Career Program Coordinator, Fort Polk Civilian Personnel Advisory Center, submitted 89 Education Updates for the installation's employees.

**Anniston Army Depot Civilian Personnel Advisory Center** submitted 6,806 Training Updates for their employees.

**Suzette Jordan**, Human Resource Specialist, Fort Jackson Civilian Personnel Advisory Center, participated in nine Distance Learning programs resulting in 216 employees trained.

**Stephanie Carpenter**, Human Resource Specialist, Fort Benning Civilian Personnel Advisory Center. Ms. Carpenter's willingness to host 18 Regional Training Programs at Fort Benning demonstrated her team spirit and commitment to providing quality training to civilian employees within the South Central Region.

**Michael Haluski**, Personnel Management Specialist, United States Army Special Operations Command, hosted 23 regional onsite classroom courses. His willingness to not only host, but open the courses to regional participation resulted in the training of 1,234 employees from five states. USASOC's support of the Army's regionalization of civilian personnel exemplifies teamwork and selfless commitment.

Briefings on their latest Training Initiatives were presented by Stephanie Carpenter - Ft. Benning, Suzette Jordan – Ft. Jackson, Tami Culbreath – Ft. Polk, Catherine Vaughn - Ft. Bragg, Kimberlee Suber – Ft. McPherson, Mike Haluski – Ft. Bragg, Belinda McCauley - Anniston Army Depot, James Foster - Redstone

### **THURSDAY, 19 JUN 03**

**Diane Rohman – Leadership Update** – Provided updated information on upcoming ILDC, OLE, LEAD TTT, PME I & II, and SBLM session. The Army Training and Leader Development Panel results and primary features were discussed. Areas of emphasis included leaders' accountability, lifelong learning, interpersonal skills, and Army culture.

**Debbie Burns – Resume Builder** – Provided an overview of Resume Builder explaining the relationship of the Resume Builder, the Centralized Resumix Database and ANSWER. Debbie answered participants' questions.

**Randy Yeoman – Activity Based Costing (ABC)** – Explained the history, objectives and a brief overview of ABC. Randy stated "We must manage costs before costs manage us....."

**Pat Biltoft** – Pat adjourned the meeting at the Radisson. After lunch several participants were provided ABC training at the CPOC and others visited their CPOC Team or a TNET sessions.